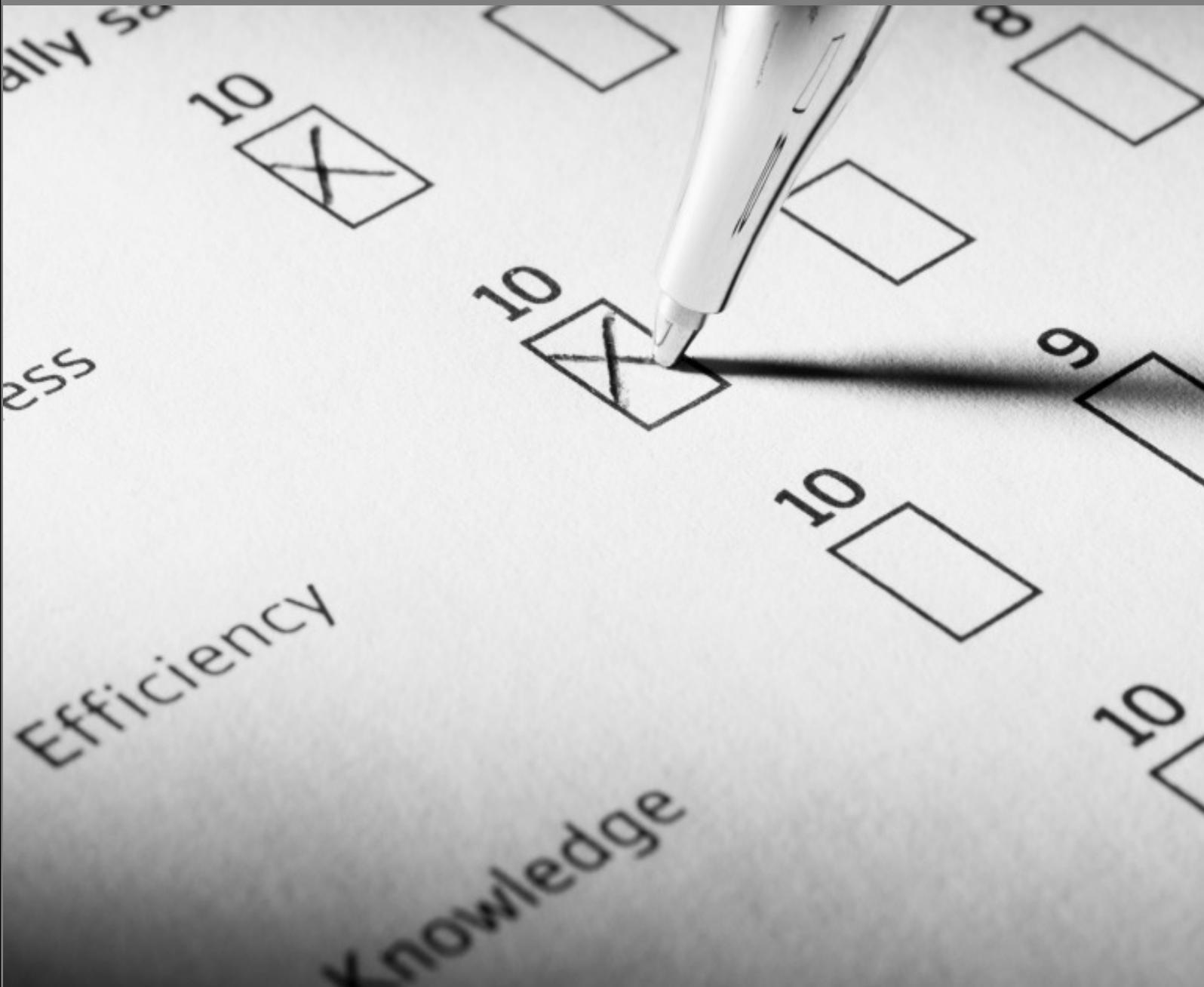# Operate a computerised reservations system

D1.HFO.CL2.02
D2.TTA.CL2.13

Assessor Manual

Operate a computerised reservations system

D1.HFO.CL2.02
D2.TTA.CL2.13

Assessor Manual

Project Base

William Angliss Institute of TAFE
555 La Trobe Street
Melbourne 3000 Victoria
Telephone: (03) 9606 2111
Facsimile: (03) 9670 1330

Acknowledgements

The Association of Southeast Asian Nations (ASEAN) was established on 8 August 1967. The Member States of the Association are Brunei Darussalam, Cambodia, Indonesia, Lao PDR, Malaysia, Myanmar, Philippines, Singapore, Thailand and Viet Nam.

The ASEAN Secretariat is based in Jakarta, Indonesia.

General Information on ASEAN appears online at the ASEAN Website: www.asean.org.

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Table of Contents

Competency Based Assessment (CBA) – An Introduction for Assessors

Assessment is the process of identifying a participant's current knowledge, skills and attitudes sets against all elements of competency within a unit of competency.

Suggested Assessment Methods

For each unit of competency a number of assessment tools have been identified including:

- Work Projects
- Oral Questions
- Written Questions
- Third Party Statements
- Observation Checklists.

Instructions and Evidence Recording Sheets have been identified in this Assessment Manual for use by Assessors.

Alternative Assessment Methods

Whilst the above mentioned assessment methods are suggested assessment methods, the assessor may use an alternate method of assessment taking into account:

a) The nature of the unit
b) The strengths of participants
c) The number of participants in the class
d) Time required to complete assessments
e) Time dedicated to assessment
f) Equipment and resources required.

Alternate assessment methods include:

- Practical demonstrations
- Practical demonstrations in simulated work conditions
- Problem solving
- Portfolios of evidence
- Critical incident reports
- Journals
- Oral presentations
- Interviews
- Videos
- Visuals/slides/audiotapes
- Case Studies
- Log books

- Projects and Role plays
- Group projects
- Recognition of Prior Learning.

Whilst there is no specific instruction or evidence collection documents for all the alternative assessment methods, assessors can record competency in the 'Other' section within the 'Competency Recording Sheet'.

Selection of Assessment Methods

Each assessor will determine the combination of Assessment Methods to be used to determine Competency for each Competency Unit on a student by student basis.

'Sufficient' evidence to support the 'Pass Competent'/'Not Yet Competent' decision must be captured.

In practice this means a minimum of 2 – 3 Assessment Methods for each candidate for each Competency Element is suggested.

At least one method should provide evidence of practical demonstration of competence.

The following assessment methods deemed to provide evidence of practical demonstration of competence include:

- Practical Work Projects
- Third Party Statement
- Observation Checklist.

Assessing Competency

Competency based assessment does not award grades, but simply identifies if the participant has the knowledge, skills and attitudes to undertake the required task to the specified standard.

Therefore, when assessing competency, an assessor has two possible results that can be awarded:

- 'Pass Competent' (PC)
- 'Not Yet Competent' (NYC).

Pass Competent (PC)

If the participant is able to successfully answer or demonstrate what is required, to the expected standards of the performance criteria, they will be deemed as 'Pass Competent' (PC).

The assessor will award a 'Pass Competent' (PC) if they feel the participant has the necessary knowledge, skills and attitudes in all assessment tasks for a unit.

Not Yet Competent' (NYC)

If the participant is unable to answer or demonstrate competency to the desired standard, they will be deemed to be 'Not Yet Competent' (NYC).

This does not mean the participant will need to complete all the assessment tasks again. The focus will be on the specific assessment tasks that were not performed to the expected standards.

The participant may be required to:

a) Undertake further training or instruction

b) Undertake the assessment task again until they are deemed to be 'Pass Competent'.

Regional Qualifications Framework and Skills Recognition System

The 'Regional Qualifications Framework and Skills Recognition System', also known as the 'RQFSRS' is the overriding educational framework for the ASEAN region.

The purpose of this framework is to provide:

• A standardised teaching and assessment framework

• Mutual recognition of participant achievement across the ASEAN region. This includes achievement in individual Units of Competency or qualifications as a whole.

The role of the 'RQFSRS' is to provide, ensure and maintain 'quality assurance' across all countries and educational providers across the ASEAN region.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning is the process that gives current industry professionals who do not have a formal qualification, the opportunity to benchmark their extensive skills and experience against the standards set out in each unit of competency/subject.

This process is a learning and assessment pathway which encompasses:

• Recognition of Current Competencies (RCC)

• Skills auditing

• Gap analysis and training

• Credit transfer.

Code of Practice for Assessors

This Code of Practice provides:

• Assessors with direction on the standard of practice expected of them

• Candidates with assurance of the standards of practice expected of assessors

• Employers with assurance of the standards maintained in the conduct of assessment.

The Code detailed below is based on the International Code of Ethics and Practice (The National Council for Measurement in Education [NCME]):

• The differing needs and requirements of the person being assessed, the local enterprise and/or industry are identified and handled with sensitivity

• Potential forms of conflict of interest in the assessment process and/or outcomes are identified and appropriate referrals are made, if necessary

• All forms of harassment are avoided throughout the planning, conducting, reviewing and reporting of the assessment outcomes

• The rights of the candidate are protected during and after the assessment

• Personal and interpersonal factors that are not relevant to the assessment of competency must not influence the assessment outcomes

• The candidate is made aware of rights and process of appeal

- Evidence that is gathered during the assessment is verified for validity, reliability, authenticity, sufficiency and currency

- Assessment decisions are based on available evidence that can be produced and verified by another assessor

- Assessments are conducted within the boundaries of the assessment system policies and procedures

- Formal agreement is obtained from both the candidate and the assessor that the assessment was carried out in accordance with agreed procedures

- The candidate is informed of all assessment reporting processes prior to the assessment

- The candidate is informed of all known potential consequences of decisions arising from an assessment, prior to the assessment

- Confidentiality is maintained regarding assessment results

- The assessment results are used consistently with the purposes explained to the candidate

- Opportunities are created for technical assistance in planning, conducting and reviewing assessment procedures and outcomes.

Instructions and Checklist for Assessors

Instructions

General instructions for the assessment:

- Assessment should be conducted at a scheduled time that has been notified to the candidate

- Facilitators must ensure participants are made aware of the need to complete assessments and attend assessment sessions

- If a participant is unable to attend a scheduled session, they must make arrangements with the Assessor to undertake the assessment at an alternative time

- At the end of the assessment the Assessor must give feedback and advise the participant on their PC/NYC status

- Complete the relevant documentation and submit to the appropriate department.

Preparation

- Gain familiarity with the Unit of Competency, Elements of Competency and the Performance Criteria expected

- Study details assessment documentation and requirements

- Brief candidate regarding all assessment criteria and requirements.

Briefing checklist

- Begin the assessment by implementing the following checklist and then invite the candidate to proceed with assessment.

Checklist for Assessors

	Tick (✔)	Remarks
Prior to the assessment I have:		
Ensured the candidate is informed about the venue and schedule of assessment.		
Received current copies of the performance criteria to be assessed, assessment plan, evidence gathering plan, assessment checklist, appeal form and the company's standard operating procedures (SOP).		
Reviewed the performance criteria and evidence plan to ensure I clearly understood the instructions and the requirements of the assessment process.		
Identified and accommodated any special needs of the candidate.		
Checked the set-up and resources for the assessment.		
During the assessment I have:		
Introduced myself and confirmed identities of candidates.		
Put candidates at ease by being friendly and helpful.		
Explained to candidates the purpose, context and benefits of the assessment.		
Ensured candidates understood the assessment process and all attendant procedures.		
Provided candidates with an overview of performance criteria to be assessed.		
Explained the results reporting procedure.		
Encouraged candidates to seek clarifications if in doubt.		
Asked candidates for feedback on the assessment.		
Explained legal, safety and ethical issues, if applicable.		
After the assessment I have:		
Ensured candidate is given constructive feedback.		
Completed and signed the assessment record.		
Thanked candidate for participating in the assessment.		

Instructions for Recording Competency

Specifications for Recording Competency

The following specifications apply to the preparation of Evidence Gathering Plans:

- A Competency Recording Sheet must be prepared for each candidate to ensure and demonstrate all Performance Criteria and Competency Elements are appropriately assessed. This Sheet indicates how the Assessor will gather evidence during their assessment of each candidate

- This Competency Recording Sheet is located at the end of the Assessment Plan

- It is the overriding document to record competency

- The Assessor may vary the Competency Recording Sheet to accommodate practical and individual candidate and/or workplace needs

- Assessor must place a tick (✓) in the 'Assessment Method' columns to identify the methods of assessment to be used for each candidate

- Multiple Competency Elements/Performance Criteria may be assessed at the one time, where appropriate

- The assessor and participant should sign and date the Competency Recording Sheet, when all forms of evidence and assessment have been completed

- The assessor may provide and feedback or clarify questions which the participant may have in regards to the assessment grade or findings

- All documents used to capture evidence must be retained, and attached to the Competency Recording Sheet for each candidate for each Competency Unit.

Instructions for Different Assessment Methods

Specifications for Work Project Assessment

These guidelines concern the use of work projects.

The work projects identified in the Training Manuals involve a range of tasks, to be performed at the discretion of the Assessor.

Work project tasks can be completed through any form of assessment as identified in the Trainer and Trainee Manuals and stated at the start of this section.

Assessors should follow these guidelines:

- Review the Work Projects at the end of each 'Element of Competency' in the Trainee Manual to ensure you understand the content and what is expected

- Prepare sufficient resources for the completion of work activities including:

  - Time – whether in scheduled delivery hours or suggested time participants to spend outside of class hours

  - Resources – this may involve technical equipment, computer, internet access, stationery and other supplementary materials and documents

- Prepare assessment location (if done in class) making it conducive to assessment

- Explain Work Projects assessment to candidate, at the start of each Element of Competency. This ensures that participants are aware of what is expected and can collate information as delivery takes place

- Assessors can use the following phrase as a guide (where an 'X' is identified, please input appropriate information):

  "At the end of each Element of Competency there are Work Projects which must be completed. These projects require different tasks that must be completed.

  These work projects are part of the formal assessment for the unit of competency titled X:

  - You are required to complete these activities:

    a) Using the 'X' method of assessment

    b) At 'X' location

    c) You will have 'X time period' for this assessment

  - You are required to compile information in a format that you feel is appropriate to the assessment

  - Do you have any questions about this assessment?"

- Commence Work Project assessment:

  - The assessor may give time for participants to review the questions at this time to ensure they understand the nature of the questions. The assessor may need to clarify questions

  - Participants complete work projects in the most appropriate format

  - Participants must submit Work Project evidence to the assessor before the scheduled due date

- Assessor must assess the participant's evidence against the competency standards specified in each Element of Competency and their own understanding. The assessor can determine if the participant has provided evidence to a 'competent' standard

- Transcribe results/details to Competency Recording Sheet

- Forward/file assessment record.

Specifications for Oral Question Assessment

These guidelines concern the use of oral questioning.

Assessors should follow these guidelines.

- Prepare Assessment Record for Oral Questioning. One record for each candidate:

  - Enter Student name

  - Enter Assessor name

  - Enter Location

- Familiarise self with Questions to be asked

- Prepare assessment location (table and chairs) making it conducive to assessment

- Explain Oral Questioning assessment to candidate, using the following phrase as a guide (where a 'X' is identified, please input appropriate information):

  "These oral questions are part of the formal assessment for the unit of competency titled X.

  There are X questions and you are required to answer all of them to the best of your ability and I will record whether or not you have answered correctly.

  We have 60 minutes for this assessment.

  - I will give you feedback at the end of the assessment

  - Do you have any questions about this assessment?"

- Commence Oral Questioning assessment:

  - Complete Assessment Record for the Oral Questioning by:

    a) Ticking PC or NYC, as appropriate

    b) Entering 'Remarks' as required

    c) Completing Oral Questioning within 60 minutes

- Complete Oral Questioning and provide feedback to candidate

- Transcribe results/details to Competency Recording Sheet

- Forward/file assessment record.

Specifications for Written Question Assessment

These guidelines concern the use of written questioning.

Assessors should follow these guidelines:

- Familiarise self with Questions and Answers provided

- Print and distribute copies of 'Written Questions' for participants. Ideally this should take place with adequate time for participants to answer all questions before the expected due date

- Explain Written Questioning assessment to candidate, using the following phrase as a guide (where a 'X' is identified, please input appropriate information):

  "These written questions are part of the formal assessment for the unit of competency titled X.

  There are X questions and you are required to answer all of them to the best of your ability.

  You may refer to your subject materials, however where possible try to utilise your existing knowledge when answering questions.

  Where you are unsure of questions, please ask the Assessor for further instruction. This may be answering the question orally or asking the assessor to redefine the question.

  We have X time for this assessment:

  - The due date for completion of this assessment is X

  - On this date you must forward the completed questions to the assessor by X time on the date of X

  - Do you have any questions about this assessment?"

- The assessor may give time for participants to review the questions at this time to ensure they understand the nature of the questions. The assessor may need to clarify questions

- Participants may record written answers (where possible)

- Participants must submit the written answers to the assessor before the scheduled due date

- Assessor must assess the participant's written answers against the model answers provided as a guide, or their own understanding. The assessor can determine if the participant has answered the questions to a 'competent' standard

- Transcribe results/details to Competency Recording Sheet

- Forward/file assessment record.

Specifications for Observation Checklist

These specifications apply to the use of the Observation Checklist in determining competency for candidates.

Only an approved assessor is authorised to complete the Observation Checklist.

The assessor is required to observe the participant, ideally in a simulated environment or their practical workplace setting and record their performance (or otherwise) of the competencies listed on the Observation Checklist for the Competency Unit.

To complete the Observation Checklist the Assessor must:

- Insert name of candidate

- Insert assessor name

- Insert identify of location where observations are being undertaken

- Insert date/s of observations – may be single date or multiple dates

- Place a tick in either the 'Yes' or 'No' box for each listed Performance Criteria to indicate the candidate has demonstrated/not demonstrated that skill

- Provide written (and verbal) feedback to candidate – as/if appropriate

- Sign and date the form

- Present form to candidate for them to sign and date

- Transcribe results/details to Competency Recording Sheet for candidate

- Forward/file Observation Checklist.

This source of evidence combines with other forms of assessment to assist in determining the 'Pass Competent' or 'Not Yet Competent' decision for the participant.

Specifications for Third Party Statement

These specifications relate to the use of a relevant workplace person to assist in determining competency for candidates.

The Third Party Statement is to be supplied by the assessor to a person in the workplace who supervises and/or works closely with the participant.

This may be their Supervisor, the venue manager, the Department Manager or similar.

The Third Party Statement asks the Supervisor to record what they believe to be the competencies of the participant based on their workplace experience of the participant. This experience may be gained through observation of their workplace performance, feedback from others, inspection of candidate's work etc.

A meeting must take place between the Assessor and the Third Party to explain and demonstrate the use of the Third Party Statement.

To complete the Third Party Verification Statement the Assessor must:

• Insert candidate name

• Insert name and contact details of the Third Party

• Tick the box to indicate the relationship of the Third Party to the candidate

• Present the partially completed form to the Third Party for them to finalise

• Collect the completed form from the Third Party

• Transcribe results/details to Competency Recording Sheet for candidate

• Forward/file Third Party Statement.

The Third Party must:

• Record their belief regarding candidate ability/competency as either:

   ▪ Pass Competent = Yes

   ▪ Not Yet Competent = No

   ▪ Unsure about whether candidate is competent or not = Not Sure

• Meet briefly with the assessor to discuss and/or clarify the form.

This source of evidence combines with other forms of assessment to assist in determining the 'Pass Competent' or 'Not Yet Competent' decision for the candidate.

A separate Third Party Statement is required for each Competency Unit undertaken by the candidate.

Competency Standard

UNIT TITLE: OPERATE A COMPUTERISED RESERVATIONS SYSTEM	NOMINAL HOURS: 130

UNIT NUMBER: D1.HFO.CL2.02   D2.TTA.CL2.13

UNIT DESCRIPTOR: This unit deals with skills and knowledge required to use a computerised booking system to create reservations, manipulate systems data, amend bookings, retrieve booking information and communicate bookings information to others within the system.

ELEMENTS AND PERFORMANCE CRITERIA	UNIT VARIABLE AND ASSESSMENT GUIDE
Element 1: Identify the features offered by a computerised reservations systems **1.1** Explain the *benefits of and barriers to using a computerised reservations system* **1.2** Identify the *businesses that may use a computerised reservation system* **1.3** Describe the *scope of a computerised reservations system* **1.4** Describe the *functions that can be performed on a computerised reservations system* **1.5** *Interpret the screens and displays* available within a computerised reservations system **Element 2: Operate the computerised reservation system** **2.1** *Access* the computerised reservations system	**Unit Variables** The Unit Variables provide advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment. This unit applies to all industry sectors that take reservations using a computerised system within the labour divisions of the hotel and travel industries and may include: 1. Front Office 2. Housekeeping 3. Food and Beverage Service 4. Food Production 5. Travel Agencies 6. Tour Operation *Benefits of and barriers to using a computerised reservations system* may include: *Benefits:* • Speedier processing of requests and bookings, ticketing and quotations

2.2 *Investigate information* contained within the computerised reservations system
 	
2.3 *Check whether or not a reservation can be taken* on the computerised reservations system
 	
2.4 *Accept and create a reservation* on the computerised reservations system
 	
2.5 *Retrieve a reservation* on the computerised reservations system
 	
2.6 *Amend a reservation* on the computerised reservations system
 	
2.7 Print reservation details from the computerised reservations system
 	
Element 3: Process reservations' communications
 	
3.1 Print *reports* from the computerised reservations system
 	
3.2 Create and process *internal communications* using the computerised reservations system
 	
3.3 Respond to *external requests for information* using the computerised reservations system
 	
3.4 Create and process communications for external consumption
	• Central location of information, after data has been initially loaded onto the system, immediate access to comprehensive information on clients and allied reservation details are available through links via one screen; examples include:
	
	  ▪ Destination information, currency, weather, attractions, transport options, languages, time zone
	
	  ▪ Costs of any product/service, including options, packages, deals, special offers and conditions
	
	  ▪ Airfares, including full flight details such as departure times, flight times, aircraft configuration, aircraft type/details
	
	  ▪ Airport taxes, application, amount/s and whether included or additional
	
	  ▪ Availability of products or services, including information such as minimum stay/quantities, seasonal price fluctuations, peak and low times
	
	  ▪ Vehicle details, including details about engine capacity, seating, options, rear or front-wheel drive
	
	  ▪ Touring inclusions, describing the 'side' trips, cruises, transfers, meals, upgrades, visits and experiences included in the price
	
	  ▪ Product information, providing extensive detail about a wide range of products and services such as brand names, styles, colour, dimensions, weight, options
	
	  ▪ Payment requirements, explaining the deposit and full amount, payment options, due date and refund conditions
	
	  ▪ Health recommendations/pre-requisites, bookings such as action holidays, require a certain level of health/fitness of participants
	
	  ▪ Customs and immigrations, detailing the items that must be declared, the legal movement of items between countries and the requirements and limitations that apply to passports, visas and permits
	
	• Integration with web-based/online booking systems
	
	• Allowing multiple uses and multiple sites

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- Preserving privacy and confidentiality through passwords, operator only designations and system administrator status

- Allowing pre-set limits/allocations/changes, such as dates, times, maximum room numbers, maximum bookings to be programmed into the system.

Barriers:

- Cost of initial establishment

- Training of staff

- System breakdowns and malfunctions, including the need for system back-ups, system maintenance and system updates

- Discrepancies occurring between properties operating a manual reservation system and the computerised reservations system

- Operational staff tend to focus on the screen/system as opposed to being customer-focused.

Businesses that may use a computerised reservation system may include:

- Retail travel agencies

- Hotels

- Visitor information centres

- Airlines

- Coach companies

- Car rental companies

- Entertainment providers

- Tour operators and wholesalers.

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Scope of a computerised reservations system may be related to:

- Industry-wide access and use
- Use only within an individual property
- Agents making commission-based reservations with travel, accommodation and other suppliers
- Service suppliers processing requests from customers, agents and other properties within the same organisation for travel, accommodation and other services
- Bookings from domestic and international customers, including inbound and outbound, private and corporate for day trips, transfers, meals, accommodation, car rental, cruises, theatre tickets.

Functions that can be performed on a computerised reservations system will vary considerably depending on the system in use and the other systems to which it is interfaced, but may include:

- Interrogating and amending existing data
- Making reservations, including group, individual, corporate, in-house, commission basis
- Amending reservations, such as extending or changing dates, altering flights, changing room numbers
- Determining vacancies and current level of availability, including tickets, seats, rooms
- Recording customer details
- Recording special request details
- Creating internal and management reports
- Generating client histories and preferences
- Generating mailing lists
- Creating marketing information
- Preparing limited accounting statements.

	Interpret the screens and displays relates to: • Identifying menus and sub-menus • Identifying information fields • Identifying drop-down menus • Identifying self-populating fields • Identifying multiple choice fields • Identifying mandatory fields • Identifying character limitations within information fields • Using the toolbar menu and using keystrokes to access fields and menus • Differentiating between levels of authorisation and access • Creating and using passwords and *User Identification* to access screens and data • Using system-specific techniques to move between fields and screens. *Access* may include: • Initiating sequences and protocols • Using passwords and *User IDs* • Ensuring security and privacy. *Investigate information* may include: • Applying access codes • Interpreting and using on-screen prompts to determine required information – these may include prompts such as 'Yes', 'No', 'OK', 'Continue?', 'Apply', 'Update?', 'Edit' and 'Print' • Interpreting and applying on-screen abbreviations, acronyms and options • Using navigation tools such as buttons and tabs

- Applying correct date formats within the system

- Adhering to system protocols and field size limitations

- Completing required fields

- Describing the field and menu links available between screens.

Check whether or not a reservation can be taken may include:

- Accessing relevant existing booking fields which may include flight number, room status, ticketing plans

- Confirming booking requirements, including number of people, dates and times, seating and other preferences

- Noting limitations that may apply to the intended booking, including premiums payable, minimum stay lengths, room type, seating options and special requirements such as access to the aircraft, baby cot.

Accept and create a reservation must relate to:

- Taking a booking for a new client

- Taking a booking for an existing client

- Refusing/declining a booking

- Populating all relevant fields required by the system being used by the host enterprise

- Advising client of requirements as prompted by the system, such as payment, visa requirements, arrival requirements, luggage limitations

- Entering required booking details

- Entering required customer details

- Confirming the reservation details

- Saving the booking

- Printing a hard copy of the booking.

Retrieve a reservation must include:

- Retrieving the booking within the system's capabilities, for example: by date, by client name, by booking type, by flight number, by room number.

Amend a reservation will depend on the conditions applicable to the booking, but may include:

- Cancelling the reservation

- Changing the date/s

- Changing times

- Changing the number of people

- Adding children

- Changing seating arrangements

- Adding special requests

- Seeking a variation in rate

- Splitting a reservation

- Entering a deposit paid

- Changing the itinerary

- Adding/deleting products or services

- Changing customer name

- Entering invoice and payment details

- Entering ticketing and voucher details.

Reports may relate to:

- Daily operational reports to track individual staff activity

	• Commission reports
	• Marketing segment reports
	• Breakdown reports showing bookings by category (as designated by the host enterprise)
	• Transaction summaries
	• Weekly and daily summaries
	• Monies received, including full payment, partial payment, commissions and advanced deposits
	• Future projections.
	Internal communications may relate to:
	• Providing designated information, data and statistics to other nominated staff who are linked to the system
	• Providing system update information to other departments within the enterprise to allow them to plan for changing booking levels
	• Ensuring only designated material is available and accessed
	• Ensuring currency and accuracy of material
	• Requiring confirmation of data sent to others.
	External requests for information may relate to:
	• Providing information to product or service suppliers advising them of bookings made
	• Responding to online requests for quotations
	• Responding to telephone or in-person queries in relation to an existing reservation.

Assessment Guide

The following skills and knowledge must be assessed as part of this unit:

- The enterprise's policies and procedures in regard to processing reservation
- Customer contact, inter-personal and negotiation skills
- Telephone skills
- Product knowledge of the products and services being sold
- System knowledge relating to operational and trouble-shooting matters
- Secure log-on and log-off procedures including need to change passwords regularly
- Codes used for the host enterprise system to enable accurate and speedy coding and decoding of entries
- Understanding of the requirements for mandatory system fields.

Linkages To Other Units

- Operate an automated information system
- Access and retrieve computer-based data
- Access and interpret information
- Book and co-ordinate supplier services
- Administer a billing and settlement plan
- Apply advance airfare rules and procedures
- Construct and ticket a non-air travel plan
- Construct and ticket domestic airfares
- Construct and ticket promotional international airfares
- Construct and ticket regular international airfares

- Produce travel documentation on a computer

- Receive and process a reservation

- Source and provide destination information and advice

- Prepare and submit quotations

- Promote tourism products and services

- Use common business tools and technology.

Critical Aspects of Assessment

Evidence of the following is essential:

- Understanding of the potential and limitations of the computerised reservation system used by the host enterprise

- Demonstrated ability to access and manipulate nominated system data

- Demonstrated ability to accept and process nominated types of reservations

- Demonstrated ability to decline a reservation

- Demonstrated ability to cancel a nominated reservation

- Demonstrated ability to amend an existing reservation in nominated ways that comply with system and other imposed restrictions

- Demonstrated ability to retrieve a nominated booking using a variety of access options

- Demonstrated ability to print hard copy of designated system information.

Context of Assessment

Assessment must ensure:

- Actual or simulated workplace application of computerised reservations systems.

Resource Implications

Training and assessment must include the use of an actual computerised reservations system and software appropriate to the needs of the host enterprise, or as being used by the host enterprise.

Assessment Methods

The following methods may be used to assess competency for this unit:

• Observation of practical candidate performance

• Practical exercises that reflect the workplace application of the computerised reservation system of the host enterprise

• Oral and written questions

• Portfolio of evidence that represents experience with and competency on the designated computerised reservation system

• Third party reports completed by a supervisor

• Project and assignment work.

Key Competencies in this Unit

Level 1 = competence to undertake tasks effectively

Level 2 = competence to manage tasks

Level 3 = competence to use concepts for evaluating

Key Competencies	Level	Examples
Collecting, organising and analysing information	2	Use research skills to obtain product and service knowledge; identify and gather customer requirements

	Communicating ideas and information	2	Speak with customers to determine needs, wants and preferences; speak with suppliers to obtain results that meet stated customer needs, wants and preferences
	Planning and organising activities	1	Prioritise workload; prepare itinerary that meets stated customer needs
	Working with others and in teams	1	Cooperate with other suppliers to satisfy customer needs, wants and preferences
	Using mathematical ideas and techniques	1	Calculate cost elements of the reservation and determine final cost of booking
	Solving problems	2	Assist customers to resolve issues relating to itineraries, bookings, cost and other matters
	Using technology	3	Enter and manipulate information and data within the computerised reservation system

Assessor Manual
Operate a computerised reservations system

Oral Questions

Student name	
Assessor name	
Location/venue	
Unit of competency	Operate a computerised reservations system D1.HFO.CL2.02 D2.TTA.CL2.13
Instructions	1. Ask student questions from the attached list to confirm knowledge, as necessary 2. Place tick in boxes to reflect student achievement (Pass Competent 'PC' or Not Yet Competent 'NYC') 3. Write short-form student answer in the space provided for each question.

Questions	Response	
	PC	**NYC**
1. What are the benefits of, and the barriers to, using a computerised reservation system in the workplace?	❑	❑
2. What types of businesses use a computerised reservation system?	❑	❑

Questions	Response	
	PC	NYC
3. Describe the scope of the CRS being used in your workplace.	❑	❑
4. What things can a computerised reservation system do – what functions can it perform?	❑	❑
5. How can you move between screens on your workplace CRS?	❑	❑

Questions	Response	
	PC	NYC
6. How do you access the computerised reservations system at your workplace? How do you log on/get into the system?	❑	❑
7. Describe the types of information contained in your workplace computerised reservations system.	❑	❑
8. How can you determine, using your workplace computerised reservations system, whether or not a reservation can be accepted or not?	❑	❑

Questions	Response	
	PC	NYC
9. Describe the steps you take to accept a reservation on your workplace computerised reservations system.	❑	❑
10. How do you delete a reservation from your workplace computerised reservations system?	❑	❑
11. A guest has called to extend their booking: they now want to depart on the 16th rather than the 14th of the month. What checks do you need to make before confirming their request for change, and what screens will you need to update?	❑	❑

Questions	Response	
	PC	**NYC**
12. Tell me what you do in order to print reservation details from the computerised reservations system for a specific booking.	❑	❑
13. Identify three types of reports that are regularly printed from your workplace computerised reservations system explaining the role of each of these reports and identifying who reads/uses them.	❑	❑
14. Give three examples of creating and processing internal communications using the computerised reservations system.	❑	❑

Questions	Response	
	PC	**NYC**
15. Give an example of how you have used the workplace CRS to respond to external requests for information.	❏	❏
16. How is your workplace CRS used to send out information and communications for external consumption?	❏	❏

Assessor Manual
Operate a computerised reservations system

Written Questions

Operate a computerised reservations system – D1.HFO.CL2.02
D2.TTA.CL2.13

Student Name: _____

Answer all the following questions and submit to your Trainer.

1. For what areas of operation is hotel software designed?

    _____

    _____

    _____

    _____

    _____

2. What information is commonly stored in a CRS?

    _____

    _____

    _____

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    _____

3. What types of businesses use a CRS?

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    _____

4. Is the information recorded in a CRS identical regardless of business?

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    _____

    _____

    _____

    _____

5. What types of CRS information will normally just be shared within an organisation?

    _____

    _____

    _____

    _____

    _____

6. Does a CRS allow external users access information? Why / why not?

    _____

    _____

    _____

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7. What functions can be performed on a hospitality CRS?

    _____

    _____

    _____

    _____

    _____

8. What functions can be performed on a tourism CRS?

    _____

    _____

    _____

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    _____

9.   What are examples of screen displays that an operator must be familiar with?

       _____

       _____

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10.   What are common ways to improve your understanding of a CRS?

       _____

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11.   One of the key roles of reservations is to provide relevant information to customers. What are examples of information customers need?

       _____

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       _____

12.   Why is the use of passwords important when using a CRS?

       _____

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13.   What activities does a reservationist undertake which will incorporate a CRS?

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14.   What actions may be taken with a CRS in order to run a night audit?

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15.   Taking reservations is seen as a balancing act. What are three things the reservation team try to achieve when filling a hotel?

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16.   What are possible reasons why we cannot accommodate reservation requests?

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17. What information do we record when taking a reservation?

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18. What types of reservations can be taken using a CRS?

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19. What are common reasons to retrieve a reservation?

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20. What does a 'tentative' booking mean?

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21. It is common for a reservation to be amended or changed. What are common types of amendments that are made to a reservation?

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22. One common amendment is to 'effect a room change'. Why may people want to change a room?

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23. Why are reservation details printed?

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24. What is the most common way to send reservation details to a customer?

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25.   What are purposes of reports?

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26.   What are examples of common reports prepared or printed by reservations?

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27.   What is the purpose of internal communications?

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28.   How can staff access internal communication?

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29. Most customer requests relate to the need for product knowledge to be clarified. What types of product knowledge must reservation staff understand?

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30. What actions are involved in processing information for external consumption?

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Answers to Written Questions

Operate a computerised reservations system – D1.HFO.CL2.02 D2.TTA.CL2.13

The following are model answers only – Trainers/Assessors must use discretion when determining whether or not an answer provided by a Student is acceptable or not.

1.   **For what areas of operation is hotel software designed?**

   • Property management

   • Accounting

   • Internet / GDS reservations

   • Central reservations

   • Reception

   • Point of Sale (POS)

   • Spa, club and golf management

   • Guest management

   • Inventory management

   • Yield / revenue management.

2.   **What information is commonly stored in a CRS?**

   • Room types

   • Rate plans architecture

   • Room rates and conditions - guarantee, deposit, customized cancellation rules, minimum length of stay, maximum length of stay, closed to arrival, arrival not allowed, departure not allowed

   • Room inventories

   • Generic hotel information - address, phone number, fax number

   • Distribution content - descriptions, amenities, pictures, videos and local attractions are stored in the CRS or in a content management system

   • Reservation information

   • Nearby IATA cities and airports.

3.   **What types of businesses use a CRS?**

   • Retail travel agencies – including retail travel consultants, corporate consultants, inbound tour coordinators

   • Hotels

   • Visitor information centres

   • Airlines

- Coach companies

- Car rental companies

- Entertainment providers

- Tour operators and wholesalers

- Event coordinators - including account managers for professional conference organisers, event coordinators

- Tour desk officers

- Operations consultants

- Owner-operators of small tourism businesses

- Reservations sales agents.

4. Is the information recorded in a CRS identical regardless of business?

No. They will be tailored to each organisation.

5. What types of CRS information will normally just be shared within an organisation?

Answers will be varied.

6. Does a CRS allow external users access information? Why / why not?

Yes. Answers will be varied.

7. What functions can be performed on a hospitality CRS?

- Interrogating and amending existing data

- Making reservations, including group, individual, corporate, in-house, commission basis

- Amending reservations, such as extending or changing dates, altering flights, changing room numbers

- Determining vacancies and current level of availability, including tickets, seats, rooms

- Recording customer details

- Recording special request details

- Creating internal and management reports

- Generating client histories and preferences

- Generating mailing lists

- Creating marketing information

- Preparing limited accounting statements.

8.   What functions can be performed on a tourism CRS?

- Understand system assumptions for a quote

- Interpret system codes and abbreviations

- Enter the relevant segment, passenger, destination and date details

- Create the quote

- Search the 'best fare' quote

- Cancel the quote

- Amend the quote

- Update the status of the booking.

9.   What are examples of screen displays that an operator must be familiar with?

- Prompts

- Buttons/Tabs

- Options

- Abbreviations

- Acronyms

- Questions

- Information fields

- Dates.

10.   What are common ways to improve your understanding of a CRS?

- Obtain, read, refer to and use the User's Guide/Manual for their system

- Obtain practical workplace training in the physical operation of the system

- Research, understand and utilise the software support provided by the system suppliers.

11.   One of the key roles of reservations is to provide relevant information to customers. What are examples of information customers need?

- Hotel facilities and services

- Room types

- Room rates

- Rate inclusions

- Packages

- Local attractions

- Location

- Transportation options

- Check in & out times

- Methods of payment.

12. Why is the use of passwords important when using a CRS?

Answers will be varied.

13. What activities does a reservationist undertake which will incorporate a CRS?

- Checking for room availability on the required dates
- Entering the guest and reservation details
- Varying the booking as required
- Checking the guest in
- Posting charges to guest folios
- Preparing and presenting guest accounts
- Accepting payment
- Checking the guest out.

14. What actions may be taken with a CRS in order to run a night audit?

- Check arrivals
- Check departures
- Check house status
- Conduct the actual night audit
- To check and verify the accuracy of accounting records against departmental transaction reports.
- It double-checks that monies from an outlet are correctly recorded against that outlet
- Check of all postings for the day, to check that the right charges have been posted against the correct guest account.
- Print reports
- Print an Arrivals List for the next day.

15. Taking reservations is seen as a balancing act. What are three things the reservation team try to achieve when filling a hotel?

- Filling hotel rooms at competitive rates
- Not overbooking the hotel
- Generating higher room rates.

16. What are possible reasons why we cannot accommodate reservation requests?

- We may not have any rooms
- We may not have the type of room sought
- We may not be able to supply a rate asked for
- We may not be able to provide accommodation for the duration being sought
- Person may be 'blacklisted'.

17. **What information do we record when taking a reservation?**

- Date of arrival
- Date of departure
- Estimated Time of Arrival (ETA
- Estimated Time of Departure (ETD)
- Number of nights
- Name in full
- Personal details
- Room type
- Number of adults and children
- Passport / ID number
- Package type
- Room rate
- Method of payment
- Booking taken by
- Notes/Comments
- Room number
- Marketing information.

18. **What types of reservations can be taken using a CRS?**

- Airline seats
- Hotel rooms and accommodation at other facilities
- Rental cars and other vehicles
- Transportation
- Transfers
- Entertainment
- Tours and cruises
- Entrances to tourist attractions, tourism sites or other sites of interest or significance
- Travel insurance
- Tour guiding services
- Activities
- Meals
- Functions
- Special items with customer's corporate branding
- Special events

- Venue facilities
- Convention facilities
- Speaker services
- Audio-visual services
- Meeting or event equipment
- Special event consumable items
- Food, beverage and general catering

19. What are common reasons to retrieve a reservation?

- Convert a tentative booking into a confirmed one
- Modify the booking in one of many ways as advised by the guest
- Add an advanced deposit
- Cancel a reservation
- Allocate a room
- Effect a room change.

20. What does a 'tentative' booking mean?

It is held but not guaranteed. That means that a method of payment or deposit has not been made. Normally the room can be released or sold to others if certain conditions are not met (e.g. if the customer has not arrived by 6pm etc.).

21. It is common for a reservation to be amended or changed. What are common types of amendments that are made to a reservation?

- Cancelling the reservation
- Changing the date/s
- Changing times
- Changing customer names
- Changing the number of people
- Adding children or additional customers
- Changing seating arrangements
- Adding special requests
- Seeking a variation in rate
- Splitting a reservation
- Entering a deposit paid
- Changing the itinerary
- Adding/deleting products or services
- Entering invoice and payment details
- Entering ticketing and voucher details
- Cross-referencing multiple bookings.

22. **One common amendment is to 'effect a room change'. Why may people want to change a room?**

Guests can request a room change for many reasons. They may not like the room they are in, the colour scheme, facilities, view, size, noise or they may prefer an upgrade or need a downgrade.

23. **Why are reservation details printed?**

- to send to the guest

- Where there is a query about the booking

- Where there is a conflict regarding the reservation

- Special requests for a hard copy is made for a certain reasons, such as to assist a porter comply with a special request.

24. **What is the most common way to send reservation details to a customer?**

Electronic format is the most common. In an email.

25. **What are purposes of reports?**

- For the purposes of comparing cost from various product suppliers

- Determining usage rates for various product suppliers

- To help negotiate rates

- To determine the currency of information held in the system.

26. **What are examples of common reports prepared or printed by reservations?**

- Expected Arrivals

- Reservation

- Property Forecast

- Total Booking Activity

- Stay Activity

- Monthly Booking Activity Summary

- Daily Booking Activity Summary

- Property Detail

- Property Detail - Room and Rate Information

- Agent Activity

- Automatic Allotment Release

- Delivery Queue Purge

- Guest folios/accounts

- Account balance

- Future summary period statement

- Guest details

- Guest revisits

- Occupancy reports

- Corporate reports/business reports

- Marketing reports

- Forward reports/Future projections

- Mailing list

- Guest requests.

27. What is the purpose of internal communications?

Internal communications may relate to:

- Providing designated information, data and statistics to other nominated staff who are linked to the system

- Providing system update information to other departments within the enterprise to allow them to plan for changing booking levels

- Ensuring only designated material is available and accessed

- Ensuring currency and accuracy of material

- Requiring confirmation of data sent to others.

28. How can staff access internal communication?

- Viewing of the system through password-protected access to nominated screens.

- Access by staff to system-generated reports and comments

- Staff meetings.

29. Most customer requests relate to the need for product knowledge to be clarified. What types of product knowledge must reservation staff understand?

- Room rates

- Room types

- In-room facilities

- Room aspect

- Smoking

- Disabled rooms

- Establishment facilities

- In-house attractions

- Local attractions and major events

- Physical location of the property.

30. What actions are involved in processing information for external consumption?

- Responding to system-related queries
- Accepting, confirming, denying, amending or following-up reservations
- Forwarding sub-menu bookings
- Translating communications from/into other languages
- Converting currencies
- Integrating updates from suppliers
- Negotiating new deals based on new information or emerging trends for listing
- Adding distribution channels to the CRS network
- Generating invoices, accounts, folios and statements and distributing them as required
- Generating and distributing relevant reports to other system users, affiliates, partners or related businesses.

Observation Checklist

Student name	
Assessor name	
Location/venue	
Unit of competency	Operate a computerised reservations system D1.HFO.CL2.02 D2.TTA.CL2.13
Dates of observation	

Instructions	1. Over a period of time observe the student completing each of the following tasks:
	
	   a) Identify the features offered by a computerised reservations systems
	
	   b) Operate the computerised reservation system
	
	   c) Process reservations' communications
	
	2. Enter the date on which the tasks were undertaken
	
	3. Place a tick in the box to show they completed each aspect of the task to the standard expected in the enterprise
	
	4. Complete the feedback sections of the form, if required.

Did the candidate	Yes	No
Element 1: Identify the features offered by a computerised reservations systems		
Explain the benefits of and barriers to using a computerised reservations system	❏	❏
Identify the businesses that may use a computerised reservation system	❏	❏
Describe the scope of a computerised reservations system	❏	❏
Describe the functions that can be performed on a computerised reservations system	❏	❏
Interpret the screens and displays available within a computerised reservations system	❏	❏

Did the candidate	Yes	No
Element 2: Operate the computerised reservation system		
Access the computerised reservations system	❑	❑
Investigate information contained within the computerised reservations system	❑	❑
Check whether or not a reservation can be taken on the computerised reservations system	❑	❑
Accept and create a reservation on the computerised reservations system	❑	❑
Retrieve a reservation on the computerised reservations system	❑	❑
Amend a reservation on the computerised reservations system	❑	❑
Print reservation details from the computerised reservations system	❑	❑
Element 3: Process reservations' communications		
Print reports from the computerised reservations system	❑	❑
Create and process internal communications using the computerised reservations system	❑	❑
Respond to external requests for information using the computerised reservations system	❑	❑
Create and process communications for external consumption	❑	❑
Did the student's overall performance meet the standard?	❑	❑
Feedback to student and trainer/assessor		
Strengths:		

Improvements needed:

General comments:

Candidate signature		Date	
Assessor signature		Date	

Third Party Statement

Student name:			
Name of third party:		Contact no	
Relationship to student:	❑ Employer ❑ Supervisor ❑ Colleague ❑ Other *Please specify:_____* *Please do not complete the form if you are a relative, close friend or have a conflict of interest]*		
Unit of competency:	Operate a computerised reservations system D1.HFO.CL2.02 D2.TTA.CL2.13		

The student is being assessed against industry competency standards and we are seeking your support in the judgement of their competence.

Please answer these questions as a record of their performance while working with you. Thank you for your time.

Do you believe the trainee has demonstrated the following skills? *(tick the correct response]*	Yes	No	Not sure
Element 1: Identify the features offered by a computerised reservations systems			
Explain the benefits of and barriers to using a computerised reservations system	❑	❑	❑
Identify the businesses that may use a computerised reservation system	❑	❑	❑
Describe the scope of a computerised reservations system	❑	❑	❑
Describe the functions that can be performed on a computerised reservations system	❑	❑	❑
Interpret the screens and displays available within a computerised reservations system	❑	❑	❑
Element 2: Operate the computerised reservation system			
Access the computerised reservations system	❑	❑	❑
Investigate information contained within the computerised reservations system	❑	❑	❑
Check whether or not a reservation can be taken on the computerised reservations system	❑	❑	❑

Accept and create a reservation on the computerised reservations system	❑	❑	❑
Retrieve a reservation on the computerised reservations system	❑	❑	❑
Amend a reservation on the computerised reservations system	❑	❑	❑
Print reservation details from the computerised reservations system	❑	❑	❑
Element 3: Process reservations' communications			
Print reports from the computerised reservations system	❑	❑	❑
Create and process internal communications using the computerised reservations system	❑	❑	❑
Respond to external requests for information using the computerised reservations system	❑	❑	❑
Create and process communications for external consumption	❑	❑	❑
Comments/feedback from Third Party to Trainer/Assessor:			

Third party signature:	**Date:**
Send to:	

Competency Recording Sheet

Name of Student		
Name of Assessor/s		
Unit of Competency	Operate a computerised reservations system	D1.HFO.CL2.02 D2.TTA.CL2.13
Date assessment commenced		
Date assessment finalised		
Assessment decision	Pass Competent / Not Yet Competent (Circle one)	
Follow up action required (Insert additional work and assessment required to achieve competency)		
Comments/observations by assessor/s		

Place a tick (✓) in the column to reflect evidence obtained to determine Competency of the student for each Performance Criteria.

Element & Performance Criteria	Observation of skills	3rd Party Statement	Oral Questions	Written Questions	Work Projects	Other
Element 1: Identify the features offered by a computerised reservations systems						
Explain the benefits of and barriers to using a computerised reservations system						
Identify the businesses that may use a computerised reservation system						
Describe the scope of a computerised reservations system						
Describe the functions that can be performed on a computerised reservations system						
Interpret the screens and displays available within a computerised reservations system						
Element 2: Operate the computerised reservation system						
Access the computerised reservations system						
Investigate information contained within the computerised reservations system						
Check whether or not a reservation can be taken on the computerised reservations system						

Accept and create a reservation on the computerised reservations system						
Retrieve a reservation on the computerised reservations system						
Amend a reservation on the computerised reservations system						
Print reservation details from the computerised reservations system						
Element 3: Process reservations' communications						
Print reports from the computerised reservations system						
Create and process internal communications using the computerised reservations system						
Respond to external requests for information using the computerised reservations system						
Create and process communications for external consumption						
Candidate signature:				**Date:**		
Assessor signature:				**Date:**		

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Assessor Manual
Operate a computerised reservations system